

# Agency Realizes Perfect Fidelity for Microsoft Teams Quality With NETSCOUT

Quick IT Troubleshooting and High-Quality Remote User Experience Assured by Fully Monitored Edge Visibility

## OVERVIEW

### The Challenge

- Increased agency reliance on Microsoft Teams UCaaS created IT voice and video monitoring challenges
- Network traffic spikes prompted needs for added data center visualization and forensic packet storage

### The Solution

- Software-based nGeniusONE® Service Assurance enhanced platform, with nGeniusONE Standby Server
- InfiniStreamNG® (ISNG) appliances supporting 100GB network speed and extended storage units (ESUs), with additional ISNGs instrumented in high-traffic remote locations

### The Results

- Enhanced end-user experience with IT Operations achieving “perfect fidelity” with MS Teams monitoring and troubleshooting
- Support for enhanced 100GB network speeds and traffic volumes, with extended storage units for long-term packet retention



### Customer Profile

This large-scale agency uses centralized information technology operations (IT Operations) resources to deploy and manage the communications, network, and applications necessary to conduct government business, as well as support high-quality end-user experience of their employees wherever they work.

The agency has relied on the NETSCOUT® nGeniusONE Service Assurance and InfiniStreamNG (ISNG) smart visibility solution for years. Recent NETSCOUT investments assisted IT Operations on multiple initiatives involving migrating, expanding, and consolidating branch operations network segments, as well as enhancing network capacity at the agency's head office.

### The Challenge

As agency leadership formalized next-stage plans for enhancing data center operations, business services, and information technology innovations, there were current-day remote operations and network traffic demands that first needed to be addressed.

### Resolving Blind Spots in Microsoft Teams Monitoring

The agency's hybrid workforce transition resulted in a steady stream of MS Teams virtual meetings, which essentially replaced face-to-face agency exchanges that had long been the agency's preference for business exchanges. Based on IT Operations practices that involved routing all network traffic from remote sites onto the data center, the existing ISNG appliance footprint largely captured MS voice and video packet traffic. However, IT Operations could only monitor MS Teams traffic in nGeniusONE in limited “IP Port” types of views rather than richer unified communications as a service (UCaaS) analyses required for effective management and troubleshooting.

### Managing Remote Network Traffic Volume Increases

The good news for IT Operations: they had views into expanded remote network traffic volumes traversing into their data center. However, the sheer volume of remote traffic was leading to less-favorable realizations that involved the near-oversubscription of some deployed data sources.

### Complying With Government-Grade Network Speeds and Forensic Data Storage Practices

The agency was interested in introducing 100GB speeds in certain network segments, and there was an associated IT Operations need for data sources offering processing and packet collection support in those environments.

### Reconciling the IT Divide on Vendor Toolsets

Another overarching concern shadowed these projects: the agency had nearly completed performance management tool consolidation to standardize on NETSCOUT, but there were still champions of a displaced vendor's solution, particularly among the Network Architecture team. In IT Operations of a scale seen at this agency, such allegiances to a particular vendor toolset can lead to silos that discourage successful organizational collaboration.

### Solution in Action

IT Operations engaged NETSCOUT as a trusted vendor in sharing these organizational growth and technology challenges first-hand, with the end result arriving in the form of a solution that took advantage of the agency's existing nGeniusONE investment to deliver needed MS Teams real-time monitoring and troubleshooting, with a moderate expansion of their nGeniusONE and ISNG footprint to accommodate increased 100GB network speeds and heavily increased remote network traffic flowing into the data center.

In addressing their most pressing remote end-user experience concerns, IT Operations took advantage of a NETSCOUT-assisted nGeniusONE configuration change and used already-deployed ISNG appliances to gain dedicated views into MS Teams network traffic. Using UCaaS-dedicated service dashboard views, IT Operations is using nGeniusONE for proactive, real-time monitoring of any emerging MS Teams performance issues in remote environments. As formative issues are highlighted in the service dashboard, they can easily transition the workflow to the specialized nGeniusONE Media Monitor, which presents UCaaS metrics collected from MS Teams audio/video traffic conversations from a peer-to-peer perspective.

By introducing several specialized ISNG appliances to bridge visibility, processing, and storage gaps in their remote operations and data center environment, IT Operations was able to leverage existing data source instrumentation alongside new ISNGs to expand service edge visibility, keep pace with 100GB network demands, and meet agency expectations for long-term packet storage.

### The Results

In addition to those successes, there were several unexpected dividends of resolving these remote office visibility, UCaaS monitoring, government-grade network performance, and forensic storage challenges, including the following:

- Network Architecture leadership became NETSCOUT champions, since that team was distinctly focused on remote agency operations and well aware of the impact of volumetric increases, as well as MS Teams performance issues occurring in those regional locations. As long-time users of a legacy tool that specialized in post-incident troubleshooting, NETSCOUT's ability to visualize and capture network traffic packets, generate real-time smart data for use in proactive nGeniusONE monitoring proved MS Teams issues could be resolved long before end-users were impacted was of intrinsic value.

- IT Operations leadership had long cited a need for "perfect fidelity" in the MS Teams environment, and NETSCOUT enabled that aspiration to be realized. Since nGeniusONE configurations were adjusted to monitor the UCaaS environment, IT Operations can visualize MS Teams on a single-pane-of-glass basis or monitor it in the context of the larger agency service delivery infrastructure, all of which had led to the reliable performance of this essential employee communications platform.
- Data center and network upgrade continuity, by using the single-vendor NETSCOUT "smart data, smarter visibility" to meet these challenges in a manner built on lessons learned in similar, earlier project successes at the agency.

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